



Passport Handbook



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What is Passport to Health?

Passport to Health is for people in Montana who have Medicaid. People in the Passport Program can be sure to get good health care because each person has a Passport provider who manages his or her health care.

Are your Medicaid benefits different in Passport to Health?

In Passport to Health, you get exactly the same Medicaid benefits that you would get in regular Medicaid.

What is a Passport provider?

A Passport provider is a doctor, nurse practitioner, physician assistant, or medical clinic that manages your medical care.

Your Passport provider, also called your primary care provider or PCP, takes care of most of your medical needs, such as regular check ups, and keeps your medical records up to date and in one place.

Most medical appointments must be with your PCP, or referred by your PCP, or Medicaid will not pay.

Are all people in the Passport Program enrolled in Medicaid?

Yes. Everyone in the Passport Program has Medicaid. Not *everyone* with Medicaid is in the Passport Program, though.



Choosing a Passport Provider

How do you choose the best Passport provider for you and your children?

- ✓ Choose a provider for each person in the family. **You can choose the same provider for everyone, or each person can have a different provider.** For example, parents may choose a pediatrician for their child and a family doctor or nurse practitioner for themselves.
- ✓ If you want to keep seeing the provider you see now, ask if she is a Passport provider. If your provider is a Passport provider, you can choose him/her to be your Passport provider.

If you do not have a provider, call the Medicaid Help Line at 1-800-362-8312, Monday through Friday, 8 am to 5 pm. The Help Line staff can tell you about the Passport providers near you.

You can also choose your Passport provider anytime online at www.medicaid.mt.gov in the client information section.

You must choose a Passport provider, or Passport will choose one for you. It's best if you choose – because you know what's right for you and your family.

Can the Indian Health Service (IHS) be your Passport provider?

Yes. If you are Native American, you can choose IHS as your Passport provider. Or, you can choose another Passport provider, who is not with the IHS.

If you choose a Passport provider who is not IHS, you can still go to IHS for health services without a referral from your Passport provider. However, if IHS refers you to a provider who is *not with IHS* you *must also* get a referral from your Passport Provider *before* you go.

Medicaid may not pay the bill if you do not get a referral from your Passport provider before seeing another provider.

After Choosing a Passport Provider

After you choose your Passport provider, you will get a letter in the mail that will tell you:

- ✓ The name of your Passport provider
- ✓ Your Passport provider's after-hours phone number

If you do not choose a provider, one will be chosen for you.

You can start getting health care from your Passport provider as soon as you are enrolled in Passport.

Take your Medicaid card with you when you go for health services or to get prescriptions. If your child is getting health care services, take his card with you to the appointment.



Referrals

What if you need to see another doctor or provider?

Your Passport provider will treat most of your health care needs. But sometimes, you may need to see a different doctor. In that case, your PCP will need to give you a referral.

Medicaid may not pay the bill if you go to another doctor or hospital without a referral from your Passport provider.

You can get some services without a referral from your PCP. See the Medical Services section of your Medicaid Handbook for the services that don't need referrals.

Can you change your Passport provider?

Yes. You can change your PCP once a month. To make a change, call the Medicaid Help Line or log onto www.medicaid.mt.gov, and click on Client Information.

If you change your PCP, you will get a letter in the mail to tell you when you can see your new PCP. **The change usually happens at the beginning of the next month.**



How to make the most of your provider visit:

Be prepared.

- ✓ Tell your PCP about any medicines or treatments (including natural or alternative) that you are taking.
- ✓ Bring other medical information, such as x-ray films, test results, and medical records to your provider visit.
- ✓ Bring your Medicaid card with you.

Get information.

- ✓ Write down your questions before your visit so you won't forget them.
- ✓ Ask questions if you don't understand everything that was said.
- ✓ You might want to bring someone along to help you ask questions.
- ✓ Take notes to help you remember.

Take information home.

- ✓ Ask for written instructions if you need to care for yourself at home.
- ✓ Your PCP may also have brochures or audio and videotapes that can help you.

Once you leave your PCP's, follow up.

- ✓ If you have questions, call your PCP.
- ✓ If your symptoms get worse or if you have problems with your medicine, call your PCP.
- ✓ If you had tests and do not hear from your provider, call your PCP for your test results.
- ✓ If your PCP said you need to have tests, make appointments at the lab or other offices to get them done.
- ✓ If your provider said you should see a specialist, ask for a referral and make an appointment.

Clients Who Are Not Eligible for Passport

Can every Medicaid client join Passport to Health?

No. Some Medicaid clients *may not join* Passport to Health.

They are:

- ✓ people who can get Medicaid only after they pay some of their medical expenses each month (called cash-option or spend-down);
- ✓ people who are in subsidized adoption (for children who are adopted and the State pays for medical expenses);
- ✓ people who live in a nursing home or a similar facility;
- ✓ people who live in a county without Passport;
- ✓ people who have both Medicare and Medicaid;
- ✓ people who get Medicaid Home and Community Based Services;
- ✓ people who only get Medicaid for 3 months or less.

What is an exemption from Passport to Health?

An *exemption* means that some people can be temporarily removed from the Passport to Health program.

Most people with Medicaid must join Passport. Sometimes joining Passport could create a medical hardship. When that is the case, an exemption may be possible.

If you think you need an exemption, call the Medicaid Help Line at 1-800-362-8312.

What if you have a problem with your Passport provider?

Here are some things you can do:

- ✓ Talk to your PCP! Explain what the problem is and try to work it out.
- ✓ Call the Medicaid Help Line. Tell the person who answers you are having a problem with your Passport provider.
- ✓ File a complaint. If the problem is a serious one, you have the right to file a complaint. To do this, call the Medicaid Help Line.
- ✓ Pick a new Passport provider.

What if you get sick when your provider's office is closed?

If it is an emergency, call 911 or go to the nearest emergency room.
If it is not an emergency, call the Nurse First Advice Line at 1-800-330-7847



Nurse First

What is Nurse First?

Nurse First is Montana Medicaid's nurse advice line. The advice line gives you immediate access to a health care professional and helps you decide where and when to access health care.

The service is:

- ✓ Free and confidential
- ✓ Available 24 hours a day, 7 days a week
- ✓ Open anytime of the day or night, weekends and holidays
- ✓ For Montana Medicaid clients

Call Nurse First before going to your PCP and before making an appointment, unless you have an emergency. The nurses can help you with problems like:

- ✓ Fever
- ✓ Ear ache and head ache
- ✓ Flu and sore throats
- ✓ Vomiting or upset stomach
- ✓ Colds and coughing
- ✓ Back pain
- ✓ A crying baby



The Nurse First Advice Line is always open. Call 1-800-330-7847.

When to call Nurse First

Call any time of the day or night:

- ✓ When you are sick or hurt.
- ✓ Before making an appointment with your provider, except for follow-up appointments.
- ✓ Before going to the emergency room. Call 911 if you think your condition is life-threatening.
- ✓ To learn how to take care of a health problem at home.

When not to call Nurse First

There are times you don't have to call Nurse First, such as:

- ✓ You have a health concern you think is life threatening. In this case, call 911 or go directly to the emergency room.
- ✓ It's time for your child's next Well Child check up or immunizations (shots). Call your PCP's office directly to schedule an appointment.
- ✓ You've seen your PCP for a specific health problem and a follow-up appointment is needed. Call the office directly to schedule the appointment.
- ✓ You've seen your PCP for a specific health problem, and she refers you to a specialist. Call the specialist's office directly to set up an appointment.
- ✓ You, or your child, need regular services such as transfusions or dialysis. Make this series of appointments directly with your provider's office.

Emergencies

An emergency means the symptoms of the medical condition seem so severe that a person with average knowledge of health and medicine would expect that there might be medical danger to the health of the patient or unborn child unless the symptoms were treated right away. Examples of an emergency are when someone is bleeding a lot, or if someone is having trouble breathing.

What if you have an emergency?

Call 911 or go to the nearest emergency room.

When should you go to the emergency room?

Go to the emergency room only when you have a medical emergency.

Do not go to the emergency room for routine care.

If you have an emergency and go to the emergency room, you can get emergency treatment without your PCP's referral. If the emergency treatment has been done and you still need more care, you will need to go to your PCP for that care.

Remember:

- ✓ If you are not sure that you should go to the emergency room, call the Nurse First Advice Line. The call is free. Registered nurses are available 24 hours a day, 7 days a week to help you.
- ✓ Some examples of non-emergencies may include an ear infection, a skin rash, or a cold.

Health Emergencies While Traveling

What if you have a health emergency while traveling in another state?

Medicaid will not pay for out-of-state emergency treatment unless the hospital takes Montana Medicaid, or agrees to join Montana Medicaid. If you needed emergency services in another state, call the Medicaid Help Line when you return to Montana. The Help Line will talk to the hospital you visited to ask the hospital to join Montana Medicaid.

Out-of-State Services

What if you need health services when you are not in Montana?

- ✓ If an out-of-state provider (or pharmacy) does not accept Montana Medicaid, or if you get a service not covered by Medicaid, Montana Medicaid will not pay for the service.
- ✓ The out-of-state provider may have to get prior approval from Medicaid.
- ✓ Medicaid will cover out-of-state medical emergency services if the out-of-state provider accepts Montana Medicaid.
- ✓ You do not need a referral from your PCP for emergencies.
- ✓ For health care that is not an emergency, you must get your PCP's referral before getting care.
- ✓ You must pay the same cost sharing for out-of-state covered services that you pay in Montana.

What if you cannot get the health care services you need in Montana?

If you cannot get the health care services you need in Montana or within 100 miles of the Montana border, you may get the service in another state. Your PCP may need prior approval from Medicaid. You must also remember to get your PCP's referral before getting the care.

Medicaid *never* pays for health services in Canada, Mexico or anywhere outside the United States.

Pregnant Women in Passport to Health

Where should pregnant women go for health care?

Pregnant women may get *obstetrical* (pregnancy-related) care from any provider who takes Medicaid. Pregnant women **do not** need to ask for a referral for pregnancy care.

Most other health care, *not pregnancy-related*, must come from your PCP or from another provider with a referral from your PCP, or Medicaid will not pay.

If you are pregnant, you should have FULL Medicaid. If you do not have FULL coverage, call your Eligibility Case Manager at your local County Office of Public Assistance and make sure they know you are pregnant. You can keep getting FULL Medicaid for 60 days after the last day of your pregnancy and through the end of that month. Your baby may be eligible for Medicaid up to a year after birth.

Be sure and tell your Eligibility Case Manager at your local County Office of Public Assistance when your baby is born to get your baby enrolled into the right program.



Your Rights – What to expect

- ✓ You get the same quality of care as people who do not have Medicaid.
- ✓ You can choose your own Passport provider or PCP.
- ✓ You can change your PCP once a month.
- ✓ Passport providers and staff treat you politely and with respect.
- ✓ Passport providers explain your medical conditions to you.
- ✓ Passport providers will keep your medical records and conversations with you private and confidential.
- ✓ You can ask your PCP for a copy of your medical records.
- ✓ Passport providers will explain your treatment before it starts.
- ✓ You can refuse medications or treatments.
- ✓ You can make a complaint about Medicaid and get an answer.
- ✓ You can get information about Medicaid when you ask.
- ✓ You will be told what Medicaid services are covered.
- ✓ You can get free interpreter services for your medical appointments. The provider you see is responsible for providing this service to you.
- ✓ You can expect not to be restrained or put into isolation (be put in a room by yourself away from other people) so that someone can get you to do something they want you to do or to punish you for something you did do.

Your Passport Responsibilities

- ✓ Choose your Passport provider. If you do not choose, Passport will choose one for you.
- ✓ Check your Medicaid card to make sure the information on it is correct. Tell your Eligibility Case Manager if it is not.
- ✓ Ask your PCP for a referral before you see another provider. If you do not, you may have to pay the bill.
- ✓ Take your Medicaid card with you when you get health care services and show it to the person at the desk right away.
- ✓ Call ahead for appointments and be on time.
- ✓ If you cannot go to your medical or dental appointment, call to cancel the appointment.
- ✓ Go to the emergency room only if there is a medical emergency. Medicaid will not pay for non-emergency care in the emergency room, so do not go in for routine care.
- ✓ Treat providers and office staff with respect.
- ✓ Pay all cost sharing.



NOTES:



Our mission is to manage the delivery of health care to people with Medicaid to improve or maintain access and quality while minimizing the use of health care resources.

Passport to Health is operated by the Montana Department of Public Health and Human Services.

6,500 copies of this public document were published at an estimated cost of \$1.23 per copy, for a total of \$7,995.00, which includes \$7,995.00 for printing and \$0.00 for distribution.